Jordan Valenzuela

Customer and Technical Support | Web Designer | Photographer | Videographer

Contact

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Address
E-Homes 1 Antero Virata,
Taguig, Metro Manila

Education

2009 - 2018
Center for Broadcasting and Digital Arts (CBDA)
University Of Makati

Skills

- Verbal and Written Communication Skills
- Blended Support.
- Creative Problem Solving | Critical Thinking
- Adaptability
- Team Player
- Attention to Detail
- Project Management
- Data Analysis | Data Entry
- Research
- Leadership
- Presenting
- Photography | Videography
- Photo | Video Editing (Filmora / Lightroom)
- Wed Design
- UI/UX

Reference

Anne Ramos
Insight Timer | Teacher Support Lead
Phone: 09178960583

Remegios Villas Jr.
Dropshipforsale | Operations Manager
Phone: 094557337830

Experience

Dropshipforsale
Sept. 22, 2022 – April 16, 2024
Customer & Technical Support

- Answering English support questions inquiries regarding the orders of our customers, their subscription details.
- Receiving and relaying website customization requests from our customers to our builders.
- Data entry: Entering critical customer and order information into our system and ensuring that it is accurate and up to date.
- Researching relevant resources to help our customers with concerns and inquiries.
- Answering questions and offers troubleshooting solutions for any technical problems.
- Communicating effectively with the rest of the Support and Management team.
- Ensures that our onboarding and transferring process are up to date.
- Project Management: Tasked to create our own FAQ documents using Odoo.

Insight Timer
Sept. 20, 2021 – Aug. 31, 2022
Customer & Technical Support

- Answering English support questions to ensure that our meditators and teachers are utilizing Insight Timer to its fullest potential. This includes, general settings, payments and donations, profile set-up and new features.
- Answering questions and offers troubleshooting solutions for any technical problems.
- Communicating effectively with the rest of the Support team and key internal stakeholders.
- Managing ticket workflows and capturing the right information of our app users.
- Monitoring the platform by reviewing user profiles to ensure they meet platform requirements, approving and disapproving profile images and accounts as needed, and monitoring groups and discussions in the app to ensure our users' safety.
- Thorough data analysis and accurate data entry/documentation.
- Researching relevant resources to provide solutions and recommendations to business owners.
- Coordinating any bugs and major issues to our developers and communicating updates and workaround to our customers.

TaskUs
Sept. 20, 2021 – Aug. 31, 2022
Shopify Merchant Support (Core & Plus)

- Handling Shopify merchants' questions and concerns across the platform, including general settings and navigation, billing and payments, shipping and taxes, themes, and apps. Provides virtual assistance to merchants who are still learning the functions and features of the platform.
- Providing troubleshooting solutions for any technical problems.
- Assisting merchants in conducting thorough research for tools, plugins, and resources that will address their needs and concerns as it relates to their businesses.
- Conducting Thorough data analysis and accurate data entry/documentation.
- Researching relevant resources to provide solutions and recommendations to business owners.
- Leadership: Mentored new hires to help them meet their KPIs by expanding their product knowledge and developing their skills. Guided new hires eventually become certified Shopify Gurus/Merchant Advisors.

Valor Global
Nov. 08, 2014 – Jan. 29, 2016
Sprint Customer and Technical Support

- Handling phone calls, answering billing and payment questions, providing customers with the best plan options, and discussing new promotions and updates.
- Providing technical support - troubleshooting network and device issues.
- Conducting thorough data analysis and accurate data entry/documentation.